

# RFI Number 3951 Memorandum

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**To:** Vendors Interested in Responding to Request for Information (RFI) Number 3951 for the Mississippi Department of Information Technology Services (ITS)

**From:** Craig P. Orgeron, Ph.D.

**Date:** October 4, 2016

**Subject:** Request for Information, for Vendor Services Associated with Statewide Telecommunications Services for the State of Mississippi

**Contact Name:** Bill Brinkley

**Contact Phone Number:** 601-432-8149

**Contact E-mail Address:** [Bill.Brinkley@its.ms.gov](mailto:Bill.Brinkley@its.ms.gov)

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The Mississippi Department of Information Technology Services (ITS) plans to release a Request for Proposal (RFP) in early 2017 for Statewide Telecommunications Services. This RFP and subsequent agreements will serve as the State's Master Contract for traditional voice communications, hosted IP voice and SIP communications, wide area data network communications, Internet access, and other related services. The services being procured will be used by state government agencies and universities, and will be made available to K-12 schools, community colleges, public libraries, and local governments within the State.

ITS is releasing RFI Number 3951 to determine Vendors' interest and capabilities in providing statewide telecommunications services to the State. Vendors are asked to provide a level of detail to each question that will assist the State in quantifying the vendor pool by service type before the official release of the RFP.

## 1. RFI SUBMISSION INSTRUCTIONS

- 1.1. ITS is interested in receiving informational responses from Vendors who can provide and implement statewide telecommunications services for the State of Mississippi.
- 1.2. Vendors should explain their capabilities to provide and implement statewide telecommunications services at a level of detail to assist the State in quantifying the Vendor pool capable of providing these services. Requirements included in attachment A.
- 1.3. Information received from the RFI process is for information purposes only and will not be evaluated.
- 1.4. Vendors must submit four (4) copies of their responses. Responses will be accepted at any time prior to **Friday, October 21, 2016, at 3:00 p.m. (Central Time)** to Bill Brinkley at the

Mississippi Department of Information Technology Services, 3771 Eastwood Drive, Jackson, Mississippi, 39211.

1.5. Vendor responses should be sealed and labeled as follows:

**SUBMITTED IN RESPONSE TO:**  
**RFI NUMBER 3951- 42410**  
**Accepted until October 21, 2016 @ 3:00 p.m.,**  
**ATTENTION: Bill Brinkley**

If you have any questions concerning the information above or if we can be of further assistance, please contact Bill Brinkley at 601-432-8149 or by email at [bill.brinkley@its.ms.gov](mailto:bill.brinkley@its.ms.gov).

Attachment A: Requirements and Questions

cc: ITS Project File Number 42410

## **ATTACHMENT A**

### **REQUIREMENTS AND QUESTIONS**

#### **1. Vendor Information**

- 1.1. What is your company name?
- 1.2. What is your company's organizational structure and state whether the company is based locally, regionally, nationally, or internationally, as well as any relationships to other parent firms or subsidiaries?
- 1.3. Describe your company's size to include office locations, number of employees, and customer base within the State of Mississippi.
- 1.4. Does your company have the financial resources necessary to implement and perform the services and deliverables identified within this RFI for statewide telecommunications access to Mississippi government? Please explain.
- 1.5. The services being procured in the upcoming RFP will be made available to Mississippi's public K-12 schools and libraries. Does your company meet all E-rate guidelines for eligible services and products? Please explain.

#### **2. Traditional Voice Communications**

- 2.1. Can your company provide the following services in Mississippi, statewide?
  - 2.1.1. Centrex
  - 2.1.2. Business Lines
  - 2.1.3. PRI-ISDN for PBX Trunking
- 2.2. Does your company provide the following long distance calling services?
  - 2.2.1. IntraLATA calling
  - 2.2.2. InterLATA calling
  - 2.2.3. International calling
  - 2.2.4. Toll Free calling
- 2.3. Does your company provide postalized rates (level pricing regardless of location) for the services listed in 2.1 and 2.2?
- 2.4. Mississippi has many Independent Telephone Companies. Does your company have agreements with the Independent Telephone Companies to provide services listed in 2.1 and 2.2 within their territories? Please explain.

#### **3. Hosted IP Voice and SIP Communications**

- 3.1. Does your company provide Hosted VoIP services?

- 3.1.1. Detail how this service is provided (e.g. across an Internet connection, dedicated access, on premise) to customers.
- 3.1.2. How are cyber security concerns addressed since the Hosted VoIP services are interconnected with the customer's LAN environments? Does your company offer a dedicated Hosted VoIP environment within your core? Please explain.
- 3.2. Does your company provide Session Initiation Protocol (SIP) based services?
  - 3.2.1. Detail how this service is provided (e.g. across an Internet connection, dedicated access, or other) to customers.
- 3.3. Does your company provide postalized rates (level pricing regardless of location) for the services listed in 3.1 and 3.2?
- 3.4. Mississippi has many Independent Telephone Companies. Does your company have agreements with the Independent Telephone Companies to provide the services listed in 3.1 and 3.2 within their territories? Please explain.

#### **4. Statewide Data Communications**

- 4.1. Statewide, Mississippi has approximately 2,000 WAN connections ranging from 1.544Mbps to 10Gbps circuit speeds that serve both state government and many governing authority locations. Does your company currently have the infrastructure resources and capacity within the State of Mississippi to provide statewide WAN services? Please provide examples of other implementations similar in size and scope.
- 4.2. Can your company provide the following WAN type services in Mississippi, statewide? What are the circuit speed options available for each?
  - 4.2.1. Multi-Protocol Label Switching (MPLS)
  - 4.2.2. Switched Ethernet
  - 4.2.3. Point-to-Point Private Line
  - 4.2.4. Managed Wave
  - 4.2.5. Dark Fiber
- 4.3. Does your company provide a vendor managed service (port+access+CPE) for the services listed above? Explain this managed service and the options available to the State.
- 4.4. Does your company offer SLA's for availability, latency, packet loss, mean time to repair, etc.?
- 4.5. Does your company have a Network Operation Center and how are these services proactively monitored?
- 4.6. Does your company provide postalized rates (level pricing regardless of location) for the services listed in 4.2?
- 4.7. Mississippi has many Independent Telephone Companies. Does your company have agreements with the Independent Telephone Companies to provide the services listed in 4.2

within their territories? Please explain.

## **5. Managed Internet Access**

- 5.1. Is your company a Tier 1 Internet carrier? If not, what tier does your company provide Internet services to Mississippi customers?
- 5.2. Many K-12 school districts, universities, and government locations have Managed Internet Services at their locations for dedicated Internet access. Can your company provide Managed Internet Services in Mississippi, statewide? Please explain.
  - 5.2.1. Does your company have Service Level Agreements associated with availability, latency, packet loss, mean time to repair, etc?
  - 5.2.2. How is this service monitored and escalated in the event of an outage?
  - 5.2.3. How is redundancy and diverse routing achieved?
  - 5.2.4. What bandwidth options are available to the State (1Gbps, 10Gbps, 40Gbps, 100Gbps)?
  - 5.2.5. Does your company provide Distributed Denial of Services (DDoS) protection?
- 5.3. Does your company provide raw Internet access where the State will provide the transport to your company's Point of Presence?
- 5.4. Does your company provide postalized rates (level pricing regardless of location) for the services listed under Item 5, Managed Internet Access?
- 5.5. Mississippi has many Independent Telephone Companies. Does your company have agreements with the Independent Telephone Companies to provide Item 5, Managed Internet Access within their territories? Please explain.

## **6. Complementary Services**

- 6.1. The State is interested in a secure managed VPN service with multi-factor authentication to compliment access into the State's network. Does your company offer this service? Please explain.
- 6.2. The State is interested in a managed Security Information & Event Management (SIEM) solution to assist in correlating and managing logs. Does your company offer this service? Please explain.
- 6.3. The State is interested in managed firewall and filtering services for Internet access. Does your company offer these services? Please explain.
- 6.4. What other Network Cloud Based Security services are available by your company that the State should consider?